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U.S. PTO

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Washington, D. C. 20231

4-13-00

PATENT APPLICATION

Case Docket No. 200-0053
Date: April 11, 2000

Sir:

Transmitted herewith for filing is the patent application of Inventor(s):

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JC564 U.S. PTO
09/547661
04/12/00

For: **SYSTEM FOR PROCESSING A CUSTOMER CONCERN**

Enclosed are:

11 sheet(s) of drawings
 Assignment and Cover Sheet
 Information Disclosure Statement, PTO Form 1449, and Copies of Citations
 A certified copy of

The filing fee has been calculated as shown below for OTHER THAN A SMALL ENTITY:

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